

## **MARC Riders Advisory Council Meeting**

August 17, 2017

4:30 pm – 6:00 pm

Hall of States, Room 235

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:36 (STARTING)
- II. Introductions (Steve Chan)
- III. Review of June and July minutes (Christopher Field Secretary):
  - a No corrections
- IV. Review of June performance data (Donna Walsh, MARC Chief Customer Communications Officer)
  - a Report attached.
    - Penn weekday low OTP due to track work in region and NYC and trespasser issues.
    - Seeing improvement on CRX with scheduled freight operations
    - Canceled trains are included in delays. For example a train canceled for mechanical, will be counted as a train delayed for mechanical reason. The minutes delay is the time passengers are delayed waiting for the next train.
- V. Simulated train accident to be held (Dave Johnson “DJ”, MARC Acting Chief Transportation Officer)
  - a Emergency drill Saturday 21 October 2017.
  - b First part dirty bomb with Ft Dedrick responding.
  - c Part two conventional incident (train accident). Medical responders, Red Cross, etc.
  - d Comment: Frederick has an advisory committee. Joe will post announcement in local area looking for participants.
- VI. Future MARC RAC meetings (Erich Kolig, Deputy Chief Operating Officer-Rail, MTA and group)
  - a First call in. Comments from members:
    - Clarity of the call is better than normal. May need to reassess in the future. Attenders need to self identify before speaking.
    - Comment that there are more agency members than councils members, so even will full member attendance, agency people will out number members.
    - Council attendance today seems about the same as at in-person meetings.
    - Concern raised for how well members can get to know each other and a loss of the banter before and after meetings.
    - Comment that maybe fewer agency people need to show up. Response from Erich is that he wants agency personal to interact with riders.
  - b Might shift to quarterly in-person meeting.
  - c Request to review membership attendance and ask those who don't attend to resign.
  - d Council member Cheryl Batis-Harris has offered free meeting space at her office at the National Disability Rights Network at 820 1<sup>st</sup> NE suite 740, just a few blocks north of Union Station.
- VII. Old Business
  - a Most of bad lights at Halethorpe have replaced. Two remain in need of replacement.
  - b Elevator issues (at Halethorpe?)
  - c Bike racks on cars:

- Bring photos next month. One MARC 3 is done. Working on second MARC 3. Then a MARC 2 will be done followed by a MARC 4. Number of the first two cars: 7818 and 7809. They can be spotted by the bright green light on the outside.
  - Bike racks will get a sign "Coming summer 2018" to avoid current use.
  - d Complaint about cold temperature on some cars. Temperature of car depends on the capacity of the cars. Issues should be sent to Donna with car number.
  - e Cars get a monthly service; drain tubes are part of the service. Request to verify for next month.
  - f DJ is working with sign vendor to expand the information that can be displayed on the station LED signs.
  - g In a few months, mobile ticket service should be available.
- VIII. New Business, including questions and comments from guests
- a DJ will report at the September meeting on
  - b Contour Air Line started service between Macon GA and BWI. Contour Air picked BWI over Dulles because of MARC connection to DC.
  - c Perryville:
    - Ticket machine is out of order half of this month.
    - There has been a large bag of trash at the station. Who picks it up?
    - Can't purchase a ticket between West Baltimore and Perryville.
- IX. Meeting adjourned at 5:51PM.

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

September 21, 2017                      In person.  
 October 19, 2017                        To be determined.  
 November 16, 2017                      To be determined.

Reminder: E-mail rail car or station defects to Donna Walsh – [Dwalsh@mta.maryland.gov](mailto:Dwalsh@mta.maryland.gov)

Attendance:

An "X" means present in the room.

A "P" means present by phone.

A "L" means late.

MRAC		Amtrak		CSX	
Aviva Glaser		Howard Carter	P	Dan Wagner	
Brian Love	P	Mike Tierney		Joe Lisska	
Charles Enders		Justin Waldron			
Cheryl Batis-Harris	P	<b>Bombardier</b>		<b>MTA</b>	
Christopher Field	P	Amika Anderson	P	Annrea Farmer	
Dan Sutherland Weiser	P	Christopher Bastic		David Johnson	P
DeMyra Harvey		Jeff Gaffney		Dean Del Peschio	
Jaime Streeter Wilson		Josh McCorrack		Donna Walsh	P
James Burrows-McElwain		Katherine Read	P	Erich Kolig	P
Jeff Jordan		Matthew Sturgeon		Natiya Bennet	
Joe Conny	P	Tony Cox		Pat Keller	
June Brandt	P	Reginald Grant		Ross Turlington	
LaToya R. Griffin					
Kelly Kopeikin	P	<b>Guests</b>		Jade Clayton (visiting)	
Matthew Wingerter		John Morris			
Steve Chan	P	Vince Hodge			
		Jeff Becker			



# **MARC Train Service On-Time Performance July 2017**

		Month	Year to Date	Same Month 2016
<b>Brunswick Line</b>	Brunswick	91.94%	95.09%	94.55%
	Frederick	95.00%	96.33%	95.59%
	West Virginia	97.50%	95.89%	96.41%
	<i>Total Brunswick</i>	<b>94.81%</b>	<b>95.77%</b>	<b>95.52%</b>
<b>Camden Line</b>	Camden	<b>94.76%</b>	<b>93.29%</b>	<b>93.98%</b>
	<b>BTS OTP</b>	<b>94.77%</b>	<b>94.44%</b>	<b>94.69%</b>
<b>Penn Line</b>	Baltimore	85.62%	88.58%	93.54%
	Perryville	86.06%	87.89%	92.84%
	<b>Amtrak OTP</b>	<b>85.84%</b>	<b>88.24%</b>	<b>93.19%</b>
<b>MARC SYSTEM TOTAL OTP</b>		<b>89.14%</b>	<b>90.93%</b>	<b>93.84%</b>

## MARC On Time Performance Summary

July 2017

### Penn Line Weekday

**84.47% Month**

**87.51% Year to Date**

**88.33% AM Southbound (Trains 401-523)**

88.33% PM Northbound (Trains 426-448)

87.78% AM Northbound (Trains 400-412)

78.13% PM Southbound (Trains 537-579)

*Trains below 90% (late more than twice, red-bold lower than 80%):*

406 (80% month, 82% YTD)

**445 (75% month, 72% YTD)**

412 (80% month, 91% YTD)

446 (80% month, 85% YTD)

416 (85% month, 96% YTD)

447 (45% month, 69% YTD)

**418 (75% month, 81% YTD)**

449 (80% month, 77% YTD)

424 (85% month, 90% YTD)

451 (85% month, 92% YTD)

425 (80% month, 78% YTD)

**502 (75% month, 87% YTD)**

**427 (35% month, 79% YTD)**

**505 (75% month, 84% YTD)**

429 (85% month, 88% YTD)

**511 (75% month, 77% YTD)**

**431 (75% month, 92% YTD)**

**517 (70% month, 74% YTD)**

**433 (65% month, 76% YTD)**

**523 (65% month, 80% YTD)**

**435 (70% month, 88% YTD)**

537 (80% month, 90% YTD)

426 (80% month, 91% YTD)

**544 (75% month, 81% YTD)**

430 (80% month, 78% YTD)

**612 (75% month, 88% YTD)**

439 (80% month, 79% YTD)

641 (80% month, 77% YTD)

440 (85% month, 94% YTD)

*100% for month:* 401, 403, 408, 415, 532

### Penn Line Weekend

**94.58% Month**

**96.07% Year to Date**

Camden and Brunswick OTP -- Next Page

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

**94.77% Month**

**94.44% Year to Date**

Brunswick Line

**94.78% Month**

**95.76% Year to Date**

97.78% AM Eastbound

91.85% PM Westbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

873 (80% month, 90% YTD)

893 (85% month, 93% YTD)

*100% for month:* 870, 874, 876, 880, 890, 894, 891, 875, 881

Camden Line

**94.76% Month**

**93.29% Year to Date**

96.67% AM Westbound

97.86% PM Eastbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

844 (80% month, 89% YTD)

857 (85% month, 93% YTD)

*100% for month:* 843, 847, 851, 848, 850, 852, 858, 860



	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	64	1	13.4%	3.4%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	18	1	3.9%	4.2%	39	2	8.2%	6.9%	28	3	0.7%	1.1%
CREW	87	2	18.7%	8.3%	0	0	0.0%	0.0%	59	5	1.6%	1.9%
DISPATCHER/INTERFERENCE	227	12	48.7%	50.0%	256	18	53.6%	62.1%	1351	148	35.6%	56.3%
MECHANICAL	0	0	0.0%	0.0%	30	1	6.3%	3.4%	312	14	8.2%	5.3%
PASSENGER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	131	10	3.5%	3.8%
SECONDARY DELAY	29	1	6.2%	4.2%	28	1	5.9%	3.4%	523	24	13.8%	9.1%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	801	7	21.1%	2.7%
TRACK/CATENARY	0	0	0.0%	0.0%	8	1	1.7%	3.4%	344	47	9.1%	17.9%
WEATHER	105	8	22.5%	33.3%	53	5	11.1%	17.2%	241	5	6.4%	1.9%